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FACSIMILE TRANSMISSION

DATE: April 18, 2005
TO: Examiner: Unknown
Group Art Unit: 2167
FAX NO.: 703-872-9306
FROM: William M. Hanlon, Jr.
Our Ref: SRQ-100-A
Serial No.: 09/870,364
PGS. TO FOLLOW: Two (2)

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Our Reference: SRQ-100-A

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Raphael M. Segler
Serial Number: 09/870,364
Filing Date: May 30, 2001
Examiner/Art Group Unit: Unknown/2167
Title: NON-PAY CUSTOMER RETENTION
PROGRAM

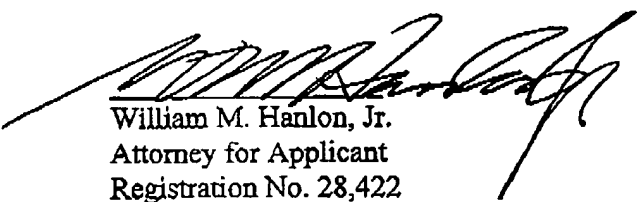
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Sir:

Transmitted with this document is a Status Inquiry in the above-identified application.

- X No additional fee is required.
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I hereby certify that this correspondence was transmitted, via Facsimile, to Examiner
Unknown, Group Art Unit 2167 Fax Number: 703-872-9306 on April 18, 2005.



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4/18/2005

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STATUS INQUIRY

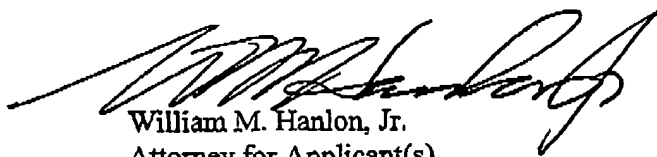
Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

Sir:

Please provide the below-listed attorney of record with the status of the above-identified patent application.

Respectfully submitted,

YOUNG, BASILE, HANLON, MacFARLANE, WOOD &
HELMHOLDT, P.C.



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Dated: April 18, 2005
WMH/grl